

# LEGAL SUPPORT SUPERVISOR II

## DEPARTMENTAL PROMOTIONAL SPOT – LOS ANGELES, SAN DIEGO



State of California  
**DEPARTMENT  
OF JUSTICE**  
P.O. Box 944255  
Sacramento, CA 94244-2550

CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**FINAL FILING DATE** **Monday, October 22, 2012** Examination Applications (Form STD. 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications must have an original signature. Applications postmarked, personally delivered, faxed or received via interoffice mail after the final filing date will not be accepted for any reason.

**WHO CAN APPLY** Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants must have a permanent civil service appointment with the Department of Justice as of the final filing date. Employees who have a limited-term appointment in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examinations in the department. Other employees who meet the following criteria may also apply: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990; **OR** 2) an exempt employee meeting the criteria defined in GC Section 18992 **OR** 3) Persons who are retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991.  
**NOTE: Applicants who qualify under #3 must submit a copy of Form DD214 along with their Standard State Application (STD. 678)**

**HOW TO APPLY** Examination Application Forms (Form Std 678) may be downloaded from the California Department of Human Resources website at [www.calhr.ca.gov](http://www.calhr.ca.gov). Applications must be mailed to or filed in person with:

**Mailing Address:**

Department of Justice  
Testing and Selection Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

**File in Person:**

Department of Justice  
Testing and Selection Unit  
1300 "I" Street, 7th Floor Receptionist  
Sacramento, CA 95814

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD, ONLINE,  
VIA INTER-AGENCY MAIL OR FAX.**

**SPECIAL TESTING  
ARRANGEMENTS** If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

**QUALIFICATIONS  
APPRAISAL INTERVIEW** It is anticipated that Qualifications Appraisal Interviews will be held in **November 2012**

**SALARY RANGE** **\$3857 - \$4691**

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

**ELIGIBLE LIST  
INFORMATION** A departmental promotional eligible list will be established for the Department of Justice. The list will be abolished **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**CONTINUE TO THE NEXT PAGE**

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<b>All applicants must meet the education and/or experience requirements for this examination by the final filing date.</b> All applications/resumes must include “to” and “from” employment dates (month/day/year), time base, and applicable civil service classification title(s) with a detailed description of duties.
MINIMUM QUALIFICATIONS	<p>Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.</p> <p style="text-align: center;"><b>Either I</b></p> <p>One year of experience performing the duties of a Legal Support Supervisor I; or two years of experience performing the duties of a Senior Stenographer, Legal, Range B or Senior Typist, Legal, Range B.*</p> <p style="text-align: center;"><b>Or II</b></p> <p>Four years of experience in legal stenographic and/or clerical work, at least two years of which shall have been in a supervisory capacity. (Experience in California state service applied toward the specialized two-year requirement must be performing the duties of a class at a responsibility level not less than that of Senior Stenographer, Legal, Range B.) (Academic education above the twelfth grade may be substituted for the year of required general experience on the basis of either: (a) a year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.)</p>
DEFINITION OF TERMS	<p><b><i>“Performing the duties of...”</i></b> means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&amp;D), limited term, or approved out-of-class assignment to the class.</p> <p><b><i>“Duties of a class at a level of responsibility equivalent to...”</i></b> requires the applicant have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.</p> <p><b>*NOTE:</b> Legal Secretary classification will be approved under Pattern I to meet the minimum requirements.</p>
POSITION DESCRIPTION	<p>This is the highest supervisory level in this series. Incumbents, through subordinate supervisors, direct the activities of a legal support staff of approximately 25 to 35 providing legal support services to a large professional staff of attorneys.</p>

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**EXAMINATION  
INFORMATION**

The examination will consist of a Qualifications Appraisal Interview that will consist of predetermined job related questions. Candidates will be provided a copy of the interview questions to review for a brief period of time before entering the interview room. In order to obtain a position on the eligible list, a minimum rating of 70% must be obtained. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

**Knowledge of:**

1. Effective supervisory principles, practices, and techniques to appropriately and effectively plan, oversee, and direct the work activities of subordinate staff.
2. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group such that a positive, cooperative, professional work environment results.
3. Appropriate corrective action(s) and progressive disciplinary techniques to provide effective, appropriate monitoring, coaching, and counseling of the work performance of subordinate employees.
4. Effective team-building principles and techniques to contribute to and promote a positive, cooperative, professional work environment for self and subordinate staff.
5. Basic mediation and negotiation techniques to effectively and appropriately approach complex situations and circumstances that require compromise or concession from one or more involved parties.

**Skill to:**

1. Set an example for staff by modeling expectations and performance standards.
2. Establish and maintain cooperative working relationships with subordinate staff, superiors, and peers in order to contribute to and enhance the efficiency, productivity, and effectiveness of the work unit.
3. Work with others to promote positive, cooperative, professional working relations among staff.
4. Communicate information and ideas orally on a one-on-one basis, using tone, volume, vocabulary, grammar, and non-verbal cues appropriate to the circumstances in order to exchange information effectively, efficiently, and in a courteous manner.
5. Effectively and appropriately deal with frustrated, angry, or otherwise emotional individuals in person and/or over the telephone.
6. Identify performance problems and issues with subordinate staff to ensure potential impact is minimized through early detection, evaluation and implementation of measures to improve performance.
7. Adapt leadership and management style and actions to a variety of situations.
8. Efficiently manage work load and assignments, meet overall objectives and specific deadlines.
9. Convey expectations, priorities, and vision to others by motivating and guiding staff through coaching, mentoring and challenging subordinates toward goal accomplishment.
10. Implement new policies, procedures, and programs, ensuring appropriate staff training and overall planning to minimize disruption to staff.
11. Handle and resolve conflicts, confrontations, and disagreements in a positive, constructive manner to minimize negative personal impact.
12. Plan, delegate and oversee the work of subordinate staff, ensuring that such assignments are equitable and reasonable based upon the relative qualifications and workload demands of individual staff members.
13. Determine, document and apply appropriate disciplinary action to subordinate staff, in consultation with personnel representatives and appropriate superiors for coaching, counseling and disciplinary activities.
14. Plan for the efficient use of staff and resources to complete assigned work projects, on-going work assignments, and special projects.
15. Objectively analyze situations accurately and thoroughly in order to determine and implement sound, effective, appropriate courses of action.

EXAMINATION  
INFORMATION  
(Continued)

**Skill to (continued):**

- 16. Respond to changes in the work unit in a positive, professional manner to foster support for the changes from staff.
- 17. Effectively supervise a culturally diverse subordinate staff, ensuring that supervisory and management decisions are sensitive to the impact of culturally diverse perceptions.
- 18. Determine the appropriate method of communication based on sensitivity and/or complexity of circumstances.
- 19. Apply organizational sensitivity techniques and principles in directing and overseeing the work activities of subordinate staff to ensure that supervisory/management actions taken reflect an interest in enhancing work unit operations and providing appropriate direction and oversight to staff.
- 20. Mentor employees with regard to performance expectations, task completion, and overall performance issues.
- 21. Develop and adjust short-range and long-term plans and schedules to meet changing priorities or work objectives, personnel, resources, and/or work load demands.
- 22. Recognize the ramifications and possible impact of decisions and/or actions in an effort to select the least disruptive and most appropriate course of action.
- 23. Recognize the need to shift priorities, staffing, and/or resources to maximize unit operations and/or address changes in assigned goals and objectives.
- 24. Anticipate and meet the needs of customers and users of work unit products and services.
- 25. Critically assess one's own skills and job performance to identify areas that require improvement and means of addressing them (e.g., training courses, additional assignments, etc.).
- 26. Effectively communicate, in writing, complex principles, facts, and position(s) in an organized, logical, respectful, and articulate manner to various audiences using tone, vocabulary, format, and grammar appropriate to the circumstances.
- 27. Build consensus, gain cooperation from others, and garner support for necessary compromises to resolve a variety of issues.
- 28. Establish policies, processes and controls to ensure timely and consistent completion of staff work and projects.

**Ability to:**

- 1. Organize thoughts before communicating to ensure concise and logical expression.
- 2. Be flexible in adapting to changes in priorities, work assignments, and other interruptions which may impact pre-determined courses of action for completing or progressing with work tasks.
- 3. Demonstrate self-confidence in order to gain consensus and cooperation.
- 4. Think creatively to develop innovative solutions and strategies for work tasks.
- 5. Take action and/or make commitments in a variety of situations under a variety of circumstances, even in uncertain situations or under uncertain circumstances, to accomplish organizational goals.

DISTINGUISHING  
CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

ADDITIONAL  
REQUIREMENTS

Under Section 432.7(e) of the Labor Code, persons seeking employment with the Department of Justice may be asked to disclose arrest or detention information regardless of whether or not the arrest or detention resulted in conviction, referral, or participation in diversion programs prior to appointment. Department of Justice regulations may require, as a minimum, pre-employment investigations consisting of fingerprinting; inquiry to local, State, and national files to disclose criminal records; verification of minimum qualifications (i.e., college transcripts); financial status; previous employment background; and personal interviews to determine applicant's suitability for employment.

VETERANS  
PREFERENCE CREDITS/  
CAREER CREDITS

Veteran's preference credits or Career credits **will not** be granted in this examination.

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GENERAL INFORMATION

**The Department of Justice** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**It is the Candidate's Responsibility** to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Department of Justice Offices ([www.ag.ca.gov](http://www.ag.ca.gov)), State Personnel Board Offices ([www.spb.ca.gov](http://www.spb.ca.gov)), and local Offices of the Employment Development Department ([www.edd.ca.gov](http://www.edd.ca.gov)).

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)

1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE  
TESTING AND SELECTION UNIT  
P. O. BOX 944255  
SACRAMENTO, CA 94244-2550  
(916) 324-5039